

## PRESS RELEASE

Bucharest, December 16, 2009

### **BCR – opening hours during the Winter Holidays**

Bucharest, December 16<sup>th</sup>, 2009 – Banca Comercială Română (BCR) informs that BCR units will be closed for public access on December 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup>, 2009, as well as on January 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>.

Territorial retail units, including those activating within malls, corporate business centers and central administration will be closed for the public on the following days: December 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup>, 2009, and January 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>, 2010.

Moreover, on December 24<sup>th</sup> and 31<sup>st</sup>, 2009, BCR's opening hours will be reduced to 09.00 - 13.00.

BCR units will operate as per regular opening hours on December 28<sup>th</sup>, 29<sup>th</sup> and 30<sup>th</sup>, 2009.

“BCR recommends clients to program in due time all banking operations they need to perform by the end of the year, according to the bank's opening hours”, stated Mircea Augustin Balan, Head of Network Administration Department at BCR.

The bank has also taken all measures to ensure proper cash collection from the bank's clients. The bank's ATMs and ASVs will also be supplied with the necessary amounts of cash so that the bank's clients can have unlimited access to their own financial resources. BCR card owners will be able to pay by card at any of the traders accepting this type of payment, while the Card Assistance Service will be available 24/7.

The service allowing clients to perform operations by BCR Alternative Channels will be available according to the regular opening hours: Alo 24 Banking BCR every day between 08.00 and 20.00, while Click 24 Banking BCR will be available 24/7; the clients will also benefit from non-stop technical support.

The Easy 24 Banking BCR areas will be available for all bank card owners during the entire winter holidays' period. Easy 24 Banking BCR is an area developed within certain BCR units, 100% automated, with equipments allowing for the performance of banking operations.

The InfoBCR service within Contact Center BCR will be available according to the regular opening hours, every day from 08.00 to 22.00.

The bank has installed the biggest national ATMs network – over 2,000 operational electronic terminals and devices at the points of sale allowing for payments by card - about 17,000 POS.

**BCR, a member of the Erste Group, is a universal bank dedicated to both retail and corporate customers. BCR is the leading banking organization in Romania, managing assets worth of more than EUR 17.2 billion. BCR is the most valuable Romanian financial services brand. The bank is offering a full range of banking services having 659 retail branches and agencies (for**

individuals and micro corporations) located in most of the Romanian cities with a population of more than 10,000 inhabitants. The corporate customers are serviced in 50 corporate commercial centres dedicated exclusively to SMEs and big companies. The bank provides to both retail and corporate customers a complex offer of banking products and services, including Internet banking, phone banking and e-commerce services. BCR issues 25 types of debit and credit card, and is the owner of the largest national ATM and POS network – over 2,000 machines and over 17.000 electronic terminals operational at the merchants, for card payments. BCR is currently the most important financial Group in Romania, with operations both in Romania and abroad developed by its local branches, foreign banking subsidiaries and representative offices. BCR is also holding top positions on the financial market segments for leasing, asset management, housing bank, equity and pension funds supported by its domestic subsidiaries.

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Erste Group is one of the leading financial providers in CEE. More than 51.000 employees serve 17 million clients in 3,000 branches in 8 countries (Austria, Czech Republic, Slovakia, Romania, Hungary, Croatia, Serbia, Ukraine). As of 30 September 2009 Erste Group has reached EUR 203.6 billion in total assets, a net profit of EUR 720.1 million and cost-income-ratio of 50.9%.

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For more information about the products and services provided by BCR:

- Call 0801.0801.227 (InfoBCR) on the fixed phone network, for a local tariff regardless of the country region where the call is placed; call 021/407.42.00 from any phone network or \*0801227 using the Vodafone EasyDial service, Mondays through Sundays, between 8:00 and 22:00
- Send an e-mail message at [contact.center@bcr.ro](mailto:contact.center@bcr.ro). Your enquiries are processed on a daily basis, and the available information in the Contact Center will be provided within a maximum of 24 hours from the receipt of your message.
- Call 021/311.10.01 and 021/311.02.16 for card assistance services, 24 h 7 days.

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For more information:

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